COMMAND CENTRALLY BILLED ACCOUNTS (CBA)

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CBA Account Manager
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Navy's CBA Management

The following players are involved in the Navy's Monthly CBA

Department of the Navy

Bank of America Higher Standards

Commands
D

NAVPTO

NAVIGANT SatoTravel

SatoTravel

Authorize Accounting

Order

Reservations

Obligate Correction

Reconcile

Account for

Review Invoices Payment

Certify Invoices

Tickets

Topics of Discussion

- Background
- Definitions
- Travel Orders/Ticketing
- Navy Command CBA Process
- Dispute Process
- Supplemental Bills
- Unbilled Report
- Total Account Management

BACKGROUND

- Centrally Billed Accounts are used by the Department of the Navy for official government travel.
- Travel cards are issued by Bank of America
- Our contract Commercial Travel Office (CTO), provides the reservation and ticketing services.

CTO

Commercial Travel Offices (CTO) is a company under contract that makes reservations and accounts for tickets for transportation of official travel. The Navy contract is currently with SatoTravel a division of Navigant Corporation.

NAVPTO

A Navy Passenger Transportation Office (NAVPTO) assigned to a Personnel Support Activity Detachment responsible for procuring transportation services for official travel. NAVPTOs oversee CTOs,

CBA

Centrally Billed Account: A charge account issued to government activities used to charge transportation tickets (air, bus, rail) for official travel.

Types of CBA Accounts

NAVPTO Accounts

- Multiple commands use account
- NAVPTO is responsible for reconciling all the charges to the account
- NAVPTO certifies the invoice

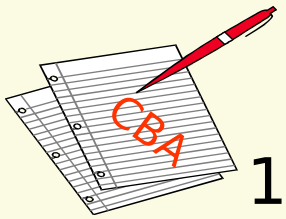
COMMAND Accounts

- Only command activities allowed to use the account
- Command responsible for reviewing accounting data posted to the account
- NAVPTO certifies the invoice

Certifying Officer

- A DoD military member or civilian employee appointed in writing to certify a voucher (CBA) for payment. The Certifying Officer attests to the legality, propriety and correctness of the CBA for payment as provided for in 31 United States Code.

- NAVPTO Transportation Officer certifies Command CBAs.

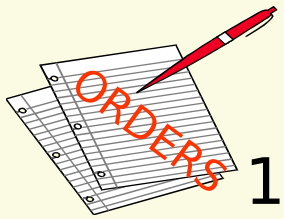


INVOICE

- The monthly account statement issued by Bank of America to the CBA account holder. The statement lists all transactions charged or credited to the account during the monthly billing cycle.
- BOA also provides an electronic data file of the invoice to SatoTravel. SatoTravel produces a replica of the BOA data file that contains all reconciled debits and credits

Travel Orders

- Add the following remark to the remarks section of each TAD/TDY order:
- CBA (command acronym) NRL1234, NAVFAC1234 etc. This will indicate to the CTO the appropriate CBA to use. (prefer you bold this entry on the orders)
- Commands will insure travel orders indicate amount <u>obligated</u> for the ticket.

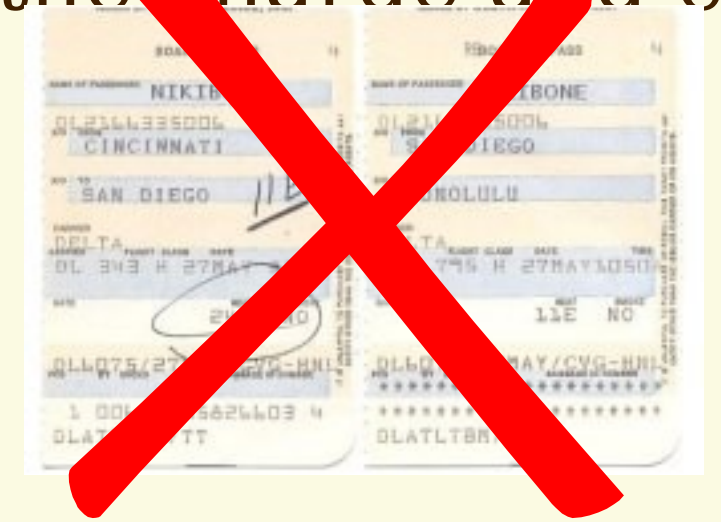


Ticketing

- Once orders are received and Navy T.A. checks the record including accounting data, an OK TO TKT is entered into the record.
- CTO issues the ticket and transmit the invoiced itinerary via SABRE to SatoStar
- The data is processed through SatoTravel Backroom Accounting Office.

Cancelled Tickets

- If a ticket was issued by the CTO and then cancelled, the activity must leave an obligation in the accounting system to prevalidate both the charge and credit.



CBA Time Line

1. BOA transmits account files to SatoTravel.
2. SatoTravel sends an e-mail to the NAVPTOs letting them know their accounts are available for processing.
- SatoTravel CBA staff assists the Navy in processing unmatched transactions.

1. NAVPTO receives e-mail notice of account availability & begins the reconciliation process.
2. NAVPTO runs the unmatched and unbilled transactions.
3. Unmatched and unbilled transactions are researched and resolved.

Time Line - continued

4. After the NAVPTO completes the unmatched reconciliation, SatoTravel e-mails the file to the command for review and certification of accounting data and obligation data.
- When the NAVPTO has completed the corrections, SatoTravel again sends the file to the command.

4. Navy e-mails SatoTravel to advise unmatched is complete
5. Command notifies NAVPTO of errors and NAVPTO makes the corrections in SatoStar and notifies SatoTravel or sends e-mail advising "No corrections required"

Time Line - continued

6. SatoTravel runs a clean edit.
- SatoTravel closes the bill and e-mails the NAVPTO that the bill is closed.
- NAVPTO runs reports
- Command notifies NAVPTO bill is ready to close and advises date hard copy statement received. NAVPTO e-mails SatoTravel to close the bill.

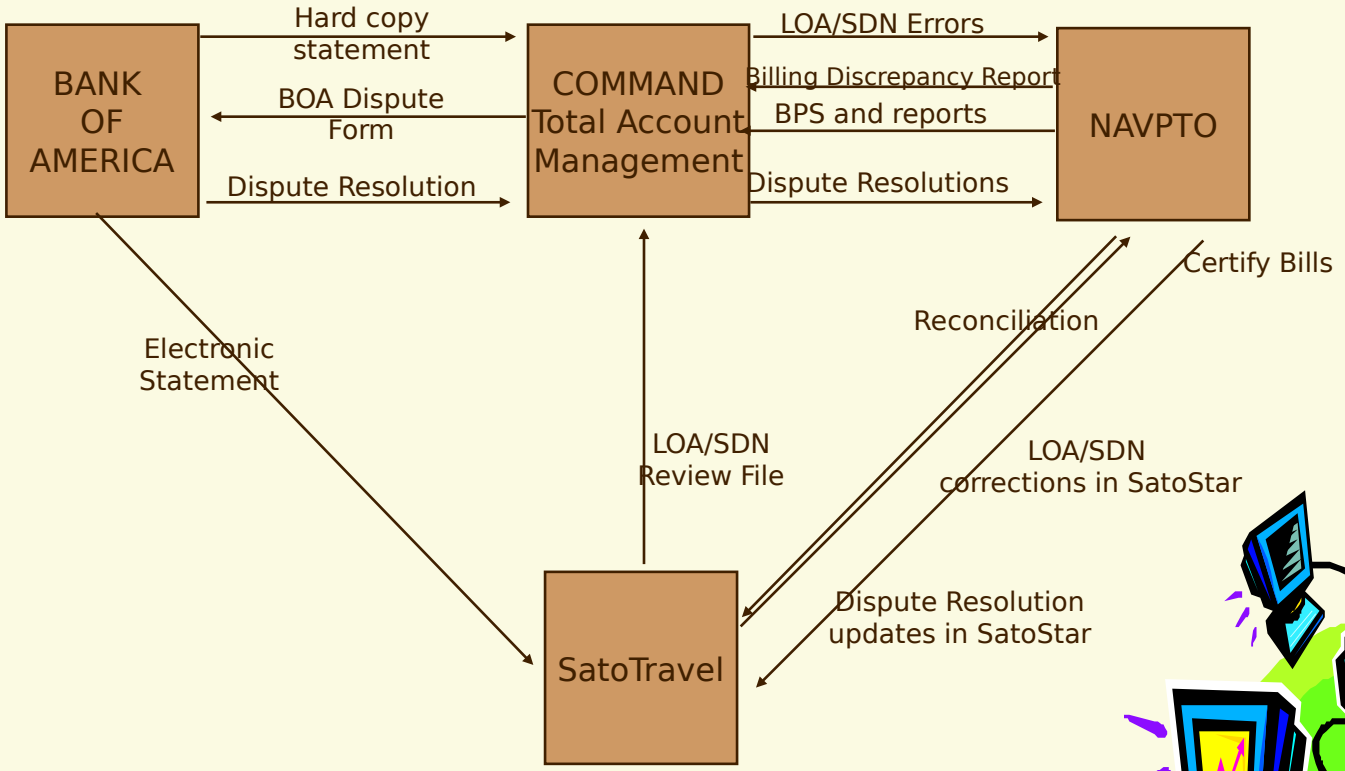
Time Line - continued

- SatoTravel e-mails the BPSR and the account data file to DFAS for payment processing.
- Command faxes BOA statement cover sheet
- NAVPTO faxes a signed Bill Payment Summary Report (BPSR) to SatoTravel and mails original BPSR to DFAS Norfolk

Time Line - continued

- NAVPTO faxes or e-mails command copy of BPSR, Summary Reconciliation Worksheet, Invoice Discrepancy Report and Unbilled Report

Command CBA Processing



Correction Process

- Correct transactions indicated on the Invoice Discrepancy Report.
- If accounting or SDN entered incorrectly, notify the NAVFTO to correct.

Suspended Transactions

- Commands are responsible for accessing the GTSWEB site identifying suspended transactions for their command(s) and taking the appropriate corrective actions.

  https://mzd.mech.disa.mil/STARS/GTSWEB/

- Common Errors

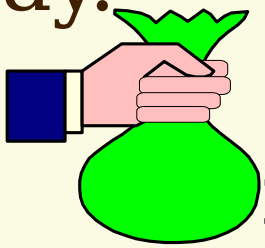
* WN error code - FADA could not find match in accounting system.
* WM error code - Insufficient obligation in the accounting system for invoice to pay.
* GG error code - Pre-validation error

Navy Help Desk

- Navy traveler calls the Help Desk for changes to itinerary resulting in additional charges.
- Navy Help Desk calls NAVPTO employee.
- New ticket authorized.
- NAVPTO employee calls command to obligate additional funding.

Payment Process

- DFAS receives the electronic invoice from SatoTravel via e-mail.
- DFAS reformats invoice files for upload to STARS-One Pay.
- Receive corrections from commands for transactions suspended in STARS-One Pay.



Dispute Process

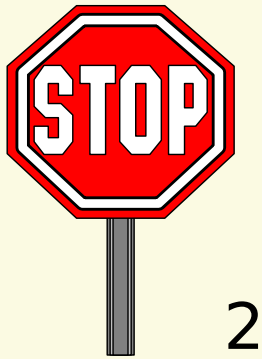
- NAVPTO will identify transactions on the unmatched to be disputed.
- The command will prepare the Dispute Billing Inquiry Form and send to BOA for resolution.
- The form will list disputes received from NAVPTO and disputes identified by the command.

Dispute Process

- BOA will forward the resolution back to the command.
- The command will forward the resolution to NAVPTO.
- NAVPTO will maintain a record of disputes and begin tracer actions if the dispute has not been resolved within 30 days.

Dispute Process

- Do not dispute TAD/TDY transaction if the funding does not belong to you.
- Notify the NAVPTO so they can ensure funding is obligated, but do not dispute.



Supplemental Bills

- Airport charges will show up on the Unmatched Report. These are the small $2.50, $6.50 charges for reservation changes at the airport; i.e. traveler has a direct flight and changes to a flight with connections.

Supplemental Bills

- Dispute the transaction on your Billing Transaction Report.
- Include a note that indicates payment will be made by a supplemental bill.

Unbilled Report

- A record of transactions that are pending payments.
- Transactions over 60 days are given to CTO for verification.
- If transactions are valid they will be added to the bill.

Total Account Management

Commands own their CBAs and are responsible for Total Account Management. Total Account Management includes the following:

- ✔ Ensuring all LOAs and SDNs are correct.
- ✔ Tracking payments to actual posting to account.
- ✔ Resolving disputed items with BOA.
- ✔ Ensuring all disputed items are resolved.
- ✔ Notifying NAVPTO of the resolved disputes.
- ✔ Have at least 2 points of contact at the command